



**Casey
Cardinia
Libraries**

'Inspiring spaces where everyone is free to discover possibilities'

AGENDA

**Board Meeting
Wednesday 22 August 2018
5.30pm**

City of Casey, Bunjil Place Library
Meeting Room 3 and 4

1. Present

2. Apologies
Board Members:

Officers

3. Confirmation of the Minutes of The Casey-Cardinia Library Corporation (CCL) Ordinary Board Meeting held on 27 June 2018.

4. Declaration of Conflicts of Interest

5. Strategy *Page No.*

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STRATEGY

CC34/2018 DRAFT ANNUAL REPORT 2017-2018

Report prepared by Chris Buckingham

Purpose

To present the Draft Annual Report 2017 – 2018 including the Draft Financial Report to the Board for consideration.

CCL Library Plan reference – 5.3

Background

CCL is required under Sections 125, 126 & 196(7) of the Local Government Act 1989, to prepare and submit an Annual Report to the Minister for Local Government within three months of the end of the financial year.

Clause 11.1 of the 2012 CCL Regional Library Agreement requires that the CEO provide each member Council with a copy of the Annual Report within three months of the end of the financial year.

Discussion

The draft Annual Report 2017 – 2018 includes:

- Joint message from the Chairperson, Cr Wayne Smith of the Board and CEO of CCL, Chris Buckingham
- Community Profile
- Acknowledgement of our volunteers, staff and supporters
- Summary of our performance against key strategies and measures.
- Draft Financial Report for 2017 – 18.

Summary Financial Year End results

The Financial Report has been prepared in accordance with the Australian Accounting Standards, ensuring that CCL has met all its legislative and regulative requirements. RSM Australia Pty Ltd are completing their report and will submit the libraries financial accounts to VAGO in the coming days.

Please see *CC35/ 2018* for more detailed explanation.

Conclusion

The Draft Annual Report 2017 – 18 including the Draft Financial Report demonstrates CCL's key achievements for the year.

RECOMMENDATIONS

1. That the draft Annual Report 2017 – 18 and associated Draft Financial Report be approved 'in principle.'
2. That the Board authorise the Chairperson, a Board member and the CEO to sign the Financial Report included in the Annual Report once it has been ratified by the Auditors.

3. That the CEO sign the Management Representation Letter once the Audit has been finalised.
4. That CCL forward the Annual Report to the member Councils within three months of the end of the financial year.
5. That CCL forward the signed Annual Report to the Minister for Local Government before September 30, 2018.

CC35/2018

DRAFT YEAR END FINANCE REPORT 2017-2018

Report prepared by Chris Buckingham and Marjorie Crompton

Purpose

To inform the Board of CCL's financial position at June 30, 2018.

CCL Library Plan reference – 5.3

Discussion

Income:

Actual income compared to budget was up \$38,087

State Government \$79,984
Communities for Children \$18,760
Operations - Photo Copying \$4,225

Expense:

Plant and equipment, computers, library materials are capitalised and the depreciation expensed.

Actual expenditure compared to Budget was over by \$227,009

Employee benefits \$143,117 (under, before oncosts)
Salaries, travel, conferences \$143,117 (under)
Communities for Children \$15,268 (over, offset by extra income)
IT & communications \$97,786 (under)
Library Materials (magazines & eBooks) \$63,184 (over)
Depreciation \$269,181 (over)

Capital:

Library Materials (Capital) \$23,585 (under)
Furniture and Equipment \$13,600 (over)

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING
Wednesday 22 August 2018

Income Statement Month Ended 30 June 2018	Total Budget 2017-18	Budget June 2018	Act YTD June 2018	Variance	% Actual Vs Budget
Income					
Council Contributions	7,614,900	7,614,900	7,614,900	0	0.0%
State Government Grants	2,426,585	2,426,585	2,506,569	79,984	3.3%
CFC Cranbourne Grant	73,500	73,500	89,914	16,414	22.3%
CFC Pakenham Grant	73,170	73,170	75,516	2,346	3.2%
Overdue Fines	106,330	106,330	56,207	-50,123	(47.1%)
Interest on Investments	105,000	105,000	98,506	-6,494	(6.2%)
Other income	233,800	233,800	224,760	-9,040	(3.9%)
	10,633,285	10,633,285	10,666,372	33,087	0.3%
Expenditure					
Employee Costs (inc cfc staffing)	7,715,835	7,715,835	7,572,718	143,117	1.9%
CfC Cranbourne Expenditure	3,020	3,020	18,288	-15,268	(505.6%)
CfC Pakenham Expenditure	16,150	16,150	7,380	8,770	54.3%
IT & Communications	697,700	697,700	599,914	97,786	14.0%
Library Materials	311,710	311,710	374,894	-63,184	(20.3%)
Programs Promotions	100,000	100,000	128,956	-28,956	(29.0%)
Administration	636,800	636,800	736,893	-100,093	(15.7%)
Depreciation	1,408,360	1,408,360	1,677,541	-269,181	(19.1%)
Total Expenditure	10,889,575	10,889,575	11,116,584	-227,009	(2.1%)
Net Gain (loss) disposal of plant & equipment			\$2,220		
Net result for the reporting period	-256,290	-256,290	-447,992	-193,922	75.7%

Capital Expenditure	Total Budget 2017-18	Budget June 2018	Act YTD June 2018	Variance	% Actual Vs Budget
Library Material	1,067,700	1,067,700	1,044,115	23,585	2.2%
Motor Vehicles	0	0	0	0	0.0%
Furniture & Equipment	285,000	285,000	298,600	-13,600	(4.8%)
Capital Expenditure for the reporting period	1,352,700	1,352,700	1,342,715	9,985	0.7%

Conclusion

This report should be read in conjunction with CCL's Financial Report that includes further notes and disclosures.

RECOMMENDATIONS

1. That the Draft Year End Finance Report be noted.

OFFICERS' REPORTS

CC36/2018 FINANCE

Report prepared by Marjorie Crompton

Purpose

To provide the Board an update of CCL's financial position as at July 31, 2018.

CCL Library Plan reference - 5.3

Discussion

Income

Income is lower than budget due to timing of the State Government Grants, CCL have received confirmation that the funds are to be deposited in August.

Expenditure

Library materials is higher than budget for the month due to the prepayment, for the year, of various subscriptions which will be delivered throughout the year. Employee costs are slightly lower than budget for the month.

Capital Expenditure

Furniture and equipment is slightly higher budget for the month and is expect to smooth through the year.

Financial Position 31 July 2018

Income Statement Month Ended 31 July 2018	Total Budget 2017-18	Budget July 2018	Act YTD July 2018	Variance	% Actual Vs Budget
Income					
Council Contributions	7,786,160	648,847	648,847	0	0.0%
State Government Grants	2,580,490	1,290,245	0	-1,290,245	(100.0%)
CFC Cranbourne Grant	86,500	0	0	0	0.0%
CFC Pakenham Grant	75,500	0	2,230	2,230	0.0%
Overdue Fines	50,000	0	243	243	0.0%
Interest on Investments	105,000	8,080	0	-8,080	(100.0%)
Other income	230,200	10,770	10,367	-402	(3.7%)
	10,913,850	1,957,941	661,687	-1,296,254	(66.2%)
Expenditure					
Employee Costs (inc cfc staffing)	7,881,043	668,033	632,466	35,567	5.3%
CfC Cranbourne Expenditure	9,720	80	6,197	-6,117	(7646.9%)
CfC Pakenham Expenditure	15,600	115	0	115	100.0%
IT & Communications	575,800	43,040	35,001	8,039	18.7%
Library Materials	311,000	133,412	194,595	-61,184	(45.9%)
Programs Promotions	100,000	5,350	9,296	-3,946	(73.8%)
Administration	618,500	91,177	85,143	6,034	6.6%
Depreciation	1,408,360		0	0	0.0%
Total Expenditure	10,920,023	941,207	962,700	-21,493	(2.3%)
Net Gain(loss) disposal of plant & equipment					
Net result for the reporting period	-6,173	1,016,734	-301,013	-1,317,747	0.0%

Capital Expenditure	Total Budget 2017-18	Budget July 2018	Act YTD July 2018	Variance	% Actual Vs Budget
Library Material	1,067,700	193,899	194,595	-697	(0.4%)
Motor Vehicles	0	0	0	0	0.0%
Furniture & Equipment	285,000	20,000	29,691	-9,691	(48.5%)
Capital Expenditure for the reporting period	1,352,700	213,899	224,286	-10,387	(4.9%)

Credit Card Expenditure

Card Holder	Details	\$
CEO		
June Statement		
5/06/2018	Car Parking - NGV	\$14.34
19/06/2018	MYKI - travel to meetings and training	\$50.00
Total June 2018		\$64.34
July Statement		
12/07/2018	PTV - Meetings and Training	\$50.00
15/07/2018	Fed Square Parking - Meeting	\$48.00
25/07/2018	Air BnB - conference accommodation APLIC2018	\$319.00
Total July 2018		\$417.00
Total		\$481.34

Card Holder	Details	\$
Customer Experience Manager		
May Statement		
28/05/2018	Coles - petty cash CFC CRA	\$200.00
30/05/2018	City of Casey - Bunjil Place Ticketing -Sophie Laguna	\$51.95
29/05/2018	Paypal TGM Flags - Aboriginal Flag Stickers	\$34.75
31/05/2018	Facebook - Sophie Laguna advertising	\$1.56
31/05/2018	Facebook - Sophie Laguna advertising	\$49.93
Total May 2018		\$338.19
June Statement		
1/06/2018	Mighty Ape - CFC CRA Literacy Supplies	\$25.22
1/06/2018	Bunnings Lightning for Lego Display - Bunjil Place	\$10.90
5/06/2018	Mighty Ape - CFC CRA Literacy Supplies	\$18.52
15/06/2018	Officeworks Silicon ID Cards	\$25.92
17/06/2018	Amazon Marketplace - CFC CRA Literacy Supplies	\$151.31
19/06/2018	Incredible Invent Hillarys CFC CRA Literacy Supplies	\$50.00
21/06/2018	Upload Publishing - CFC CRA Literacy Supplies	\$152.35
22/06/2018	Foundation House - training for CFC CRA project worker	\$250.00
Total June 2018		\$684.22
July Statement		
11/07/2018	Pay Pal - Best Buys - signage	\$63.90
16/07/2018	Partner Pacific - Show Off Displays	\$250.57
Total July 2018		\$314.47
Total		\$1,336.88

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING
Wednesday 22 August 2018

Card Holder	Details	\$
Finance Manager		
June Statement	NIL transactions	
Total June 2018		\$0.00
July Statement	NIL transactions	
Total July 2018		\$0.00
Total		\$0.00

Card Holder	Details	\$
ICT Manager		
May Statement		
25/05/2018	BYO Jet Sydney conference - airline	\$447.55
25/05/2018	Amoma Hotels Sydney conference - accommodation	\$560.10
30/05/2018	Crown Parking	\$16.00
Total May 2018		\$1,023.65
June Statement		
5/06/2018	Adobe Creative Cloud	\$197.10
6/06/2018	NSW Public Transport Sydney conference	\$18.50
8/06/2018	Melbourne Airport - Sydney conference	\$69.69
8/06/2018	NSW Public Transport- Sydney conference	\$18.50
14/06/2018	Dragon Image - mobile phone gimble	\$443.00
14/06/2018	Microsoft software	\$33.02
15/06/2018	Alibaba - RFID inserts for testing	\$123.89
15/06/2018	Alibaba - Raspberry Pi - electronic educational equipment	\$1,124.96
Total June 2018		\$2,028.66
July Statement		
1/07/2018	The Iconic - Headphones	\$147.00
5/07/2018	Adobe Creative Cloud	\$197.00
4/07/2018	Microsoft Office 365	\$712.80
17/07/2018	Alibaba RFID chips for laptops and game consoles	\$107.66
25/07/2018	Wilson Parking	\$45.36
Total July 2018		\$1,209.82
Total		\$3,238.48

Conclusion

The budget is on track at the end of July and CCL is in a sound financial position.

RECOMMENDATIONS

1. That the Finance Report be noted.

CC37/2018

BUILDINGS AND FACILITIES

Report prepared by Chris Buckingham and Beth Luppino

Purpose

To provide the Board with an update on the status of CCL buildings and facilities, current and future.

CCL Library Plan reference – 1.1, 1.2, 3.2 and 4.2

Discussion

Places and Spaces

The installation of the glazed meeting room wall at Cranbourne library is complete. This project is part of a broader plan to improve accessibility and usability of the space. Other improvements are linked to removal of barriers at the entrance to the branch, streamlining the current circulation area and study and lounge furniture improvements. Discussions continue with Federation University who intend to establish a dedicated study space in the branch by mid-November.

Cranbourne and Doveton Libraries are being given a new coat of paint over the coming weeks.

The Cranbourne Library Carpark has been given a significant upgrade.

CCL has provided feedback to the City of Casey on the Draft Masterplan for the Hampton Park Central Community Precinct Master Plan. We are optimistic about the proposed approach and look forward to actively supporting the development.

Works continue on the Hills Hub in Emerald. While building works have caused some disruption, Emerald library has been able to open for business as usual and the CCL team has worked with Cardinia Shire to minimise the impact on the customer experience. We have a digital media campaign running and additional street signage onsite to ensure the community know 'we are still open'.

We are looking forward to improved outcomes for the Emerald and District community on the completion of the project. These will include access to more meeting spaces, renewed aesthetics and a renewed entrance to the library and the capacity to expand library services into the old meeting space.

RECOMMENDATIONS

1. That the Buildings and Facilities Report be noted.

CC38/2018

INFORMATION TECHNOLOGY

Report prepared by Daniel Lewis

Purpose

To provide the Board with an update on CCL Information and Technology strategies and implementation.

CCL Library Plan reference – 1.1, 1.2, 1.3, 1.4, 5.1, 5.2 and 5.3

Discussion

Public Computer System Upgrade (*Library Plan reference 1.2 and 1.3*)

Deployment

The IT Team completed a network wide upgrade of all the Public PC's on August 7th. This resulted in a full day of planned outages on all our public access computers. The upgrade was the final step in transitioning to a Standard Operating Environment (SoE). This initiative means that every public computer can easily be upgraded collectively and are identical to one another.

The upgrade included the rollout of our new anti-virus framework (Traps). Traps adopts a modern security policy for our entire network instead of focusing solely on the PC it is installed on. Our upgrade also unlocked new features that will allow for secure remote control and accessibility that will enable the ICT team to plan, schedule and execute functions to reduce the amount of downtime in future.

This upgrade was one of the final stages in many other projects, such as the “magic packet” librarian automation – a project due for release later this year that will enable us to schedule our devices to automatically turn on and off each day (saving staff upwards of 30 minutes a day).

Advanced Infrastructure Rollout (*Library Plan reference 1.2 and 5.2*)

Deployment

We are releasing a uniform network of communication devices (Cisco Meraki). This will provide our staff with the ability to control the performance of our communications network. The fleet of switches and access points that will provide improved internet speeds to staff and the community. These devices have been configured and are currently being rolled out site by site. This is being undertaken in conjunction with site reviews where cabling and patching will be upgraded to maintain a consistent, clean and accurate system.

Upon the release of this system, we will also implement more advanced features, including the ability to measure the smart phone footprint at each location to build an estimated physical heatmap of the areas being utilised in each branch.

Donation Tap Points (*Library Plan reference 1.3 and 5.2*)

Deployment

Since the rollout of the Overdue Fine Removal Trial, we have had members enquiring about how they can donate to the library – as they treated their overdue fines as their way of contributing to the library.

We have engaged new technology from Quest payment solutions (Donation Tap Point) to provide donation functionality at each branch. This will enable the community to use their bank cards "Pay Wave" functionality to instantly donate a pre-determined amount (\$5 to start with) which can be changed without any staff intervention.

The devices have been ordered and configured. We are waiting on financial accounting frameworks (i.e. a dedicated bank account for donation collections) before the devices are rolled out to the branches.

Self-checkout – option to print receipt (*Library Plan reference 1.3 and 3.3*)

Deployment

The ICT Team have been looking at ways to give borrowers the option not to print a receipt when using the self-checkout service in our branches. This is being tested at Pakenham Library initially and then will be rolled out to the other branches. We are also investigating whether this is possible when staff are checking out items to members from a staff PCs. Providing our members with the option will save paper and support sustainable business practices.

Business Intelligence (*Library Plan 1.3, 2.3 and 5.2*)

Deployment

Melinda Rogers, Patricia Cowan and Lucas Baker are working as a team to develop a reporting framework within Microsoft Office's Power BI platform. The aim is to automate the collection of data from across our various systems and provide more relevant evidence for business decisions.

We are currently identifying data sources and processing requirements to enhance our current reporting framework. Once this is finalised we will connect relevant datasets to automate the collection and preparation of data, with near real time reporting and minimal investment of staff time.

General Data and Privacy (*Library Plan 1.1, 1.2, 1.4, 5.1 and 5.3*)

Deployment

The General Data and Privacy Regulation adopted in Europe in May is one of the most profound changes to the collection and use of personal information regulations. It will almost certainly influence Australian regulatory frameworks in the short - medium term.

We will need to be able to respond to much higher levels of regulation. Over the coming month/s we will be creating and refining a set of Policies, Procedures and Guidelines in conjunction with staff and industry experts. This new set of policies, procedures and guidelines will cover the collection, use and release of personal data as well as a new set of policies and procedures on associated business functions – including, but not limited to:

- Digital Content – Access and Filtering,
- Cybersecurity, and
- Technological Crisis Response.

RECOMMENDATIONS

1. That the Information Technology Report be noted.

CC39/2018

PEOPLE AND CULTURE

Report prepared by Melissa Martin

Purpose

To provide the Board with an update on workforce development and staffing opportunities.

CCL Library Plan reference – 1.2,1.3 1.4, 3.3, 4.1, 5.1, 5.2 and 5.3.

Discussion

Staffing (*Library Plan reference 1.4, 5.1, 5.2*)

CCL have successfully allocated several vacant roles to our contract staff. Those roles not allocated were advertised on SEEK, through PLVN and LinkedIn. We are currently interviewing for permanent and contract hours at Bunjil Place and Cranbourne Library, Mobile Library Drivers and for Relief Customer Experience Officers. All permanent vacancies will then be covered. Contract hours advertised will assist in helping staff the extended opening hours commencing in September. There have been a pleasing number of applications from qualified staff currently working in neighbouring library services.

Training and Development (*Library Plan reference 1.2, 1.3, 1.4, 3.3, 5.1, 5.2*)

Staff have recently attended training such as: Workplace Relations Workshop, Tech Teasers. 7 staff attended the Casey Cardinia Housing Summit on August 8 at the Cardinia Cultural Centre. Staff found the session very enlightening promoting discussion on ideas of how library staff can practically help our homeless community.

Social Inclusion (*Library Plan reference 1.2, 3.3, 5.1*)

Melissa Martin and Marcela Russnak have met with Outlook to discuss the establishment of volunteer and/or paid roles for their clients at CCL in line with our Workforce Development plan and Social Inclusion Policy. Outlook staff have been taken on a tour of our libraries to illustrate the range of tasks and potential workloads.

All Staff Workshop (*Library plan reference 5.1, 5.2*)

Preparations continue for the CCL all staff workshop which will be held on Wednesday October 10th at Bunjil Place Library. As per previous years the branch network will close to enable as many staff to attend as possible. Board members are invited to attend.

RECOMMENDATIONS

1. That the People and Culture Report be noted.

CC40/2018

OPERATIONS

Report prepared by Melinda Rogers

Purpose

To describe CCL's monthly performance

CCL Library Plan reference - 1.1, 1.2, 3.1, 4.1 and 5.3

Discussion

A Year in Review 2017-18 (Library Plan reference 1.1, 1.2 and 4.1)

CCL experienced a year of growth. We opened the new Bunjil Place Library in late October. Our membership increased over the last 12 months to 120,615 members (30 June 2018). We had over 2.2 million visits (physical and virtual). Loans of our 336,693 physical and 12,391 e-item collection exceeded 2.5 million. We delivered 2,512 youth programs which were attended by 79,566 children and their parents or carers.

Visits and Loans (Library Plan reference 1.1, 1.2 and 4.1)

Loans in July were up on the previous month. Visits in July were also up with a 9.4% increase year on year. School holidays were a driver for increased business particularly with visits and school holiday program attendance. Program attendance was down in June and July from May.

Program attendance was up in July. Over 2,600 children and their parents or carers attended 77 school holiday sessions. These ranged from STEAM based activities like coding, K'Nex, lego, sensory and origami, themed story sessions, and entertainers like Paul Jamieson: Yoga for the family.

Our membership continues to grow. Bunjil Place Library gained over 1,600 members over June and July. Pakenham and Cranbourne libraries also experienced strong growth.



Digital Services (Library Plan reference 1.1, 1.2 and 3.1)

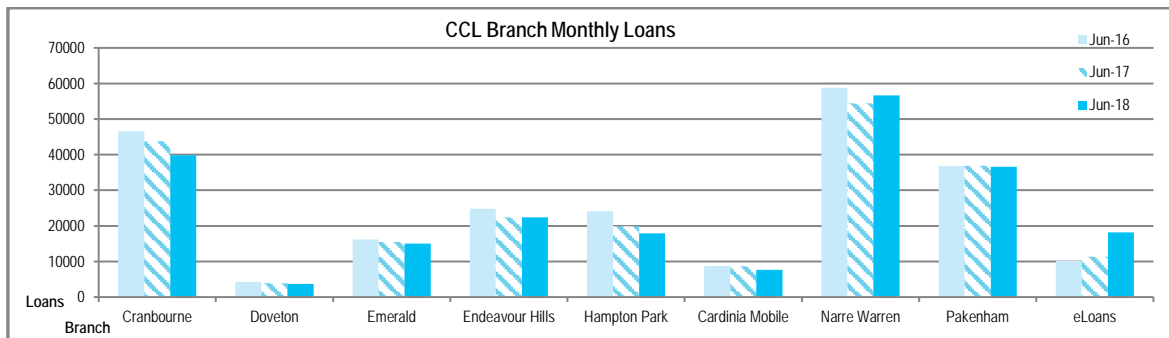
Digital services continue to perform well. New titles of our eAudiobooks and eBooks from Bolinda and the 'Top Title' concept have helped increase our eLoans in the last quarter of the financial year and again in July. Our eLoans exceeded 21,000 in July for the first time. Freegal continues to increase since the introduction of steaming in May. This has seen our numbers in some cases triple on previous months. In July, our Pink Concert competition month there were 5,273 songs streamed and 1,890 downloaded.

Our new online streaming video/documentary service, Kanopy began in July. It is like Netflix, but free with a library membership. It offers a wide range of movies and documentaries, including a selection of cinema release titles and a good selection of children's titles - with a focus on literacy/creativity development. Movies can be steamed to a variety of devices including computers, laptops, apple or android devices (using Kanopy app), Apple TV's, Google Chromecasts and via HDMI cable. It gives users 72 hours to watch your selected download from the time you start viewing it. We have kicked off the service with a soft launch and plan to step up promotion in late August.

Year on Year Performance Comparison June 2016 – 18

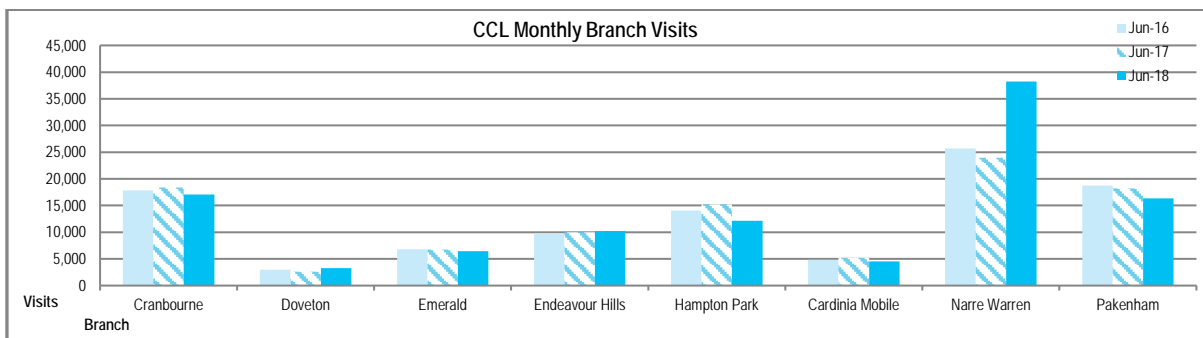
Loans

Branch	Jun-16	Jun-17	Jun-18	% Variation 2017/ 18
Cranbourne	46,582	43,813	39,827	-9.1%
Doveton	4,237	3,884	3,700	-4.7%
Emerald	16,218	15,464	15,032	-2.8%
Endeavour Hills	24,818	22,427	22,366	-0.3%
Hampton Park	24,100	19,873	17,937	-9.7%
Cardinia Mobile	8,748	8,602	7,659	-11.0%
Narre Warren	58,857	54,436	56,624	4.0%
Pakenham	36,808	36,915	36,566	-0.9%
Region	221,338	206,976	201,903	-2.5%
eLoans	10,266	11,354	18,171	60.0%
Total Loans	231,604	218,330	220,074	0.8%



Visits

Branch	Jun-16	Jun-17	Jun-18	% Variation 2017/ 18
Cranbourne	17,812	18,405	17,076	-7.2%
Doveton	2,972	2,629	3,294	25.3%
Emerald	6,788	6,761	6,463	-4.4%
Endeavour Hills	9,716	9,959	10,223	2.7%
Hampton Park	14,070	15,178	12,123	-20.1%
Cardinia Mobile	4,806	5,210	4,520	-13.2%
Narre Warren	25,697	23,964	38,224	59.5%
Pakenham	18,763	18,192	16,360	-10.1%
Region	100,624	100,298	108,283	8.0%
Website	40,720	42,055	40,401	-3.9%
Enterprise	31,922	32,697	32,622	-0.2%
Bookmyne	1,938	2,117	1,790	-15.4%
CCL App	-	-	2,923	-
Total Virtual	74,580	76,869	77,736	1.1%
Total Visits	175,204	177,167	186,019	5.0%



Digital Services – June 2018

Internet Bookings

Branch	No. of PCs	Jun-17	Jun-18	% Variation 2017/ 18
Cranbourne	11	1,818	1,730	-4.8%
Doveton	9	412	532	29.1%
Emerald	8	615	419	-31.9%
Endeavour Hills	10	1,156	1,172	1.4%
Hampton Park	16	1,724	1,727	0.2%
Cardinia Mobile	2	6	2	-66.7%
Bunjil Place	18	2,761	2,933	6.2%
Pakenham	16	2,511	2,158	-14.1%
Total	90	11,003	10,673	-3.0%
Total year to date		134,817	136,678	1.4%



Wireless Network Bookings

Branch	Jun-17	Jun-18	% Variation 2017/ 18
Cranbourne	3,810	2,580	-32.3%
Doveton	450	840	86.7%
Emerald	1,050	930	-11.4%
Endeavour Hills	1,590	2,130	34.0%
Hampton Park	3,660	2,550	-30.3%
Cardinia Mobile	0	0	0.0%
Bunjil Place	5,010	2,824	-43.6%
Pakenham	3,690	2,700	-26.8%
Total	19,260	14,554	-24.4%
Total year to date	205,068	202,044	-1.5%



Electronic Resources

	Jun-17	Jun-18	% Variation 2017/ 18
Bolinda eAudiobooks	3,303	6,061	83.5%
Bolinda eBooks	3,028	5,123	69.2%
Choice	48	135	181.3%
Cloud Library	84	182	116.7%
Freegal Music	1,631	5,130	214.5%
Tumblebooks	547	229	-58.1%
RB Digital eBooks	0	130	
RB Digital eMagazines	1,332	1,181	-11.3%
Total	9,973	18,171	82.2%

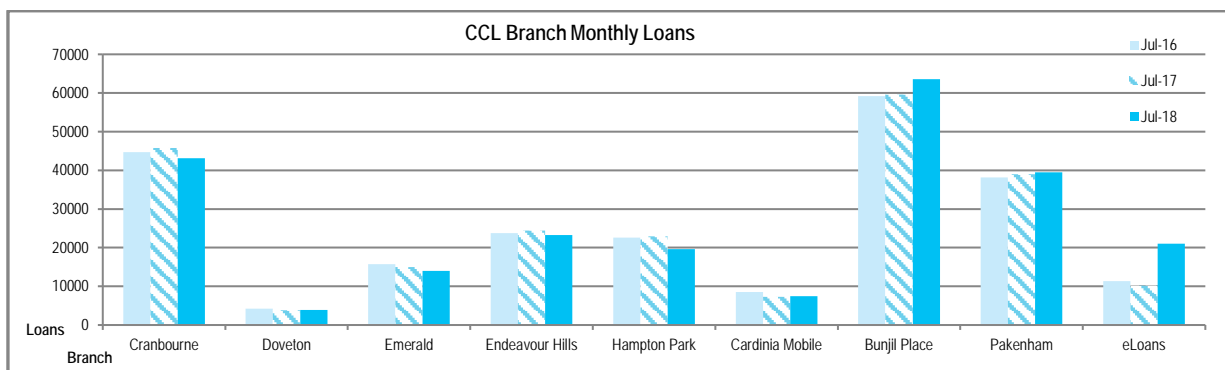
E-Learning

	Jun-17	Jun-18	% Variation 2017/ 18
Busy Things	9,083	8,181	-9.9%
Lynda.com	0	534	-
Road to IELTS	25	14	-44.0%
Transparent Language	65	55	-15.4%
Studiosity (Your Tutor)	350	53	-84.9%
Total	9,523	8,837	-7.2%

Year on Year Performance Comparison July 2016 – 18

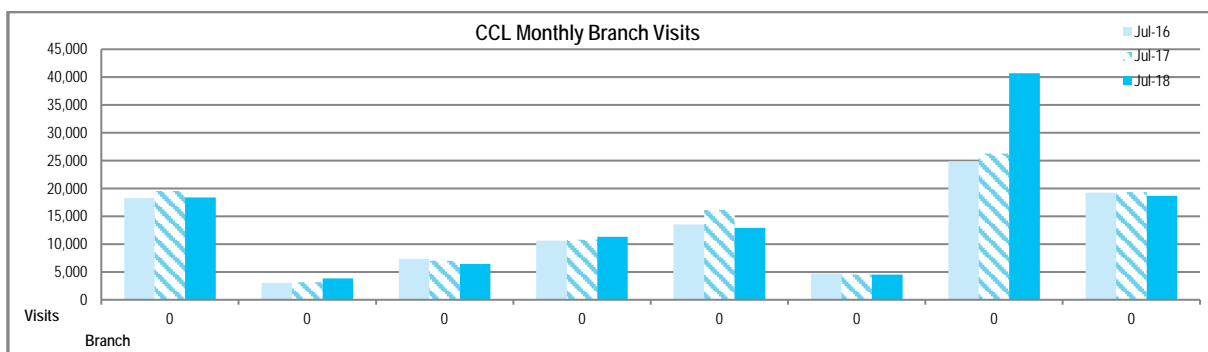
Loans

Branch	Jul-16	Jul-17	Jul-18	% Variation 2017/ 18
Cranbourne	44,681	45,800	43,146	-5.8%
Doveton	4,210	3,803	3,906	2.7%
Emerald	15,720	15,010	14,022	-6.6%
Endeavour Hills	23,797	24,394	23,251	-4.7%
Hampton Park	22,624	22,899	19,663	-14.1%
Cardinia Mobile	8,507	7,274	7,495	3.0%
Bunjil Place	59,213	59,591	63,587	6.7%
Pakenham	38,156	39,017	39,469	1.2%
Region	218,227	219,095	215,631	-1.6%
eLoans	11,355	10,158	21,066	107.4%
Total Loans	229,582	229,253	236,697	3.2%



Visits

Branch	Jul-16	Jul-17	Jul-18	% Variation 2017/ 18
Cranbourne	18,293	19,550	18,364	-6.1%
Doveton	3,029	3,123	3,852	23.3%
Emerald	7,347	6,981	6,434	-7.8%
Endeavour Hills	10,604	10,782	11,293	4.7%
Hampton Park	13,538	16,116	12,925	-19.8%
Cardinia Mobile	4,702	4,519	4,526	0.2%
Bunjil Place	24,905	26,269	40,671	54.8%
Pakenham	19,260	19,362	18,701	-3.4%
Region	101,678	106,702	116,766	9.4%
Website	42,285	44,349	42,571	-4.0%
Enterprise	33,880	35,365	35,607	0.7%
Bookmyne	2,235	2,499	1,966	-21.3%
CCL App	0	0	3,891	-
Total Virtual	78,400	82,213	84,035	2.2%
Total Visits	180,078	188,915	200,801	6.3%



Digital Services – July 2018

Internet Use by Branch

Branch	No. of PCs	Jul-17	Jul-18	% Variation 2017/ 18
Cranbourne	11	1,859	1,980	6.5%
Doveton	9	435	450	3.4%
Emerald	8	557	474	-14.9%
Endeavour Hills	10	1,257	1,391	10.7%
Hampton Park	16	2,002	1,961	-2.0%
Cardinia Mobile	2	15	7	-53.3%
Bunjil Place	18	2,794	3,584	28.3%
Pakenham	16	2,753	2,506	-9.0%
Total	90	11,672	12,353	5.8%
Total year to date		11,672	12,353	5.8%



Wireless Network Bookings

Branch	Jul-17	Jul-18	% Variation 2017/ 18
Cranbourne	3,193	3,007	-5.8%
Doveton	496	992	100.0%
Emerald	837	992	18.5%
Endeavour Hills	1519	2,170	42.9%
Hampton Park	3,131	2,635	-15.8%
Cardinia Mobile	0	0	0.0%
Bunjil Place	4,960	2,989	-39.7%
Pakenham	3,007	2,883	-4.1%
Total	17,143	15,668	-8.6%
Total year to date	17,143	15,668	-8.6%



Electronic Resources

	July-17	Jul-18	% Variation 2017/18
Bolinda eAudiobooks	3,575	6,454	80.5%
Bolinda eBooks	3,173	5,378	69.5%
Choice	48	71	47.9%
Cloud Library	69	191	176.8%
Freegal Music	1,502	7,163	376.9%
Kanopy	0	214	-
RB Digital eAudiobook	0	121	-
RB Digital eMagazines	1,266	1,097	-13.3%
Tumblebooks	525	377	-28.2%
Total	10,158	21,066	



E-Learning

	July-17	Jul-18	% Variation 2017/18
Busy Things	10,970	9,201	-16.1%
Lynda.com		71	-
Road to IELTS	59	56	-5.1%
Studiosity (Your Tutor)	187	20	-89.3%
Total	11,216	9,348	-16.7%

RECOMMENDATIONS

1. That the Operations Report be noted.

CC41/2018

CUSTOMER EXPERIENCE

Report prepared by Beth Luppino

Purpose

To provide the Board with an update on community engagement, collections and services, including programs, events and partnerships.

CCL Library Plan reference – 1.1, 1.2, 2.1, 2.2, 4.1, 4.2 and 4.3

Programs and events at CCL provide opportunities to promote the library as a community space where people of all ages gather for a range of activities including early literacy programs for young children; literacy and creative programs for school aged children and teens, school holiday programs; lifelong learning, digital literacy, and reader development programs for adults.

Discussion

Community Engagement

Library Programs (*Library Plan reference 4.1, 4.3*)

Libraries and food...do they go hand in hand? Absolutely. If you have noticed a widening spread (pun intended) of food-related events in our winter booklet, you are correct. The consistent popularity of our Food and Feasting events, and more broadly general lifestyle talks and workshops, indicate that people are on the look-out for these opportunities at our libraries. Lifestyle and Wellness events will be featured in our upcoming Spring Events booklet to coincide with the change of season and our community becoming more fitness-focused.

Perhaps a more obvious connection between our library services and events is 'books and writing'. Writers, to be exact. As part of the Emerging Writers Festival, Bunjil Place Library hosted a spoken word poetry event in June; and in July a successful panel-style event on 'Getting Published' as part of Casey Winter Arts. The latter was supported by Cr Damien Rosario and keenly attended by 51 budding authors. Sarah Vincent (Writers Victoria) joined the panel on the day and was delighted to gather 18 expressions of interest from attendees keen to join a local writers association. This is a perfect example of CCL supporting lifelong learning in our community. We will continue to work with Writers Victoria on future events.

Program Attendances for CCL – June 2018- July 2018 (*Library Plan reference 4.1, 4.3*)

June 2018 Program Attendances

Attendances at Youth Activities		
Branch	Jun-17	Jun-18
Cranbourne	1,227	986
Doveton	151	179
Emerald	426	340
Endeavour Hills	719	889
Hampton Park	1,374	944
Cardinia Mobile	164	937
Bunjil Place	1,786	2,207
Pakenham	1,440	1,039
Total	7,287	7,521

Attendances at Adult Activities		
Branch	Jun-17	Jun-18
Cranbourne	60	10
Doveton	9	19
Emerald	32	4
Endeavour Hills	100	42
Hampton Park	0	96
Cardinia Mobile	0	0
Bunjil Place	189	78
Pakenham	145	60
Total	535	309



July 2018 Program Attendances

Attendances at Youth Activities		
Branch	Jul-17	Jul-18
Cranbourne	1,048	1,147
Doveton	297	375
Emerald	410	499
Endeavour Hills	532	898
Hampton Park	1,090	986
Cardinia Mobile	163	714
Bunjil Place	1,338	2,071
Pakenham	881	1,143
Total	5,759	7,833

Attendances at Adult Activities		
Branch	Jul-17	Jul-18
Cranbourne	6	69
Doveton	3	1
Emerald	80	40
Endeavour Hills	61	66
Hampton Park	56	128
Cardinia Mobile	0	0
Bunjil Place	92	100
Pakenham	63	30
Total	361	434



Partnerships (*Library Plan reference 2.2*)

Our latest pop-up event with Metro trains was held in July. There was strong engagement with Social Media posts promoting the event – our community loved it! We are looking forward to holding our next pop-up at Cardinia train station in October.

Literacy and lifelong learning continue to be the focus for our partnership with Federation University. New signage was installed in the permanent Reading Nook in Berwick this month and CCL were at the University's Open Day in July signing up new members, promoting our services and linking with other potential partners. Plans are in place for an official launch when the study space is in place at Cranbourne branch.

Update – Overdue Fines Removal Trial (*Library Plan reference 1.2*)

Please note the below key indicators related to our removal of library fines.

Over-all, loans continue to increase due in part to a surge in use of digital items, however active membership (members who have borrowed a physical item in the quarter) has slightly decreased. Digital loans have increased 107% on this time last year which is pleasing, and physical loans have also increased on this-time-last-year, albeit a more gradual climb of 3.2%. The turnover rate of stock (physical) and Library Visits have increased on the previous quarter.

The average loan periods have not significantly increased during the trial – this is one indication that borrowers are *not* keeping items for a lot longer than they are supposed to, despite the removal of overdue fines.

This month, we counted the number of items overdue at both 2 and 4 weeks to get a more refined perspective. While the number of overdue items increased from 17,649 to 18,934 between April and July, the number of lost items declined significantly.

Number of loans (physical and virtual)

Oct-Dec 17	Jan-Mar 18	Apr-Jun 18
590,579	597,498	654,237

LGPRF Report from SWIFT + Online Resources Statistics

Number of visits (physical and virtual)

Oct-Dec 17	Jan-Mar 18	Apr-Jun 18
524,228	573,623	576,031

Beonic, Website, Social Media and Catalogue

Turnover rate of stock

Oct-Dec 17	Jan-Mar 18	Apr-Jun 18
6.81	6.92	7.06

Collection HQ – Turnover Rate – with the most recent dataset

Active membership

Oct-Dec 17	Jan-Mar 18	Apr-Jun 18
22,672	23,989	23,918

Report from SWIFT for LGPRF

Number of lost items

Oct-Dec 17	Jan-Mar 18	Apr-Jun 18
17,700	17,649	14,802

BCA – Shared Reports – Overdue Shelf List

Average loan period

	Oct-Dec 17	Jan-Mar 18	Apr-Jun 18
4-week loan	19.85	18.29	19.10
2-week loan	13.76	13.80	13.82

Overdue items

As at 2 April	As at 17 July	As at 19 July	
17,649	24,880	1 week overdue	2 weeks overdue
		21,104	18,934

BCA – Overdue Shelf List Report

Marketing and Promotions (Library Plan reference 1.1, 1.2, 2.1)

CCL continue to generate positive publicity via local media. There have been multiple articles in local newspapers and publications – the Cranbourne Leader, Pakenham Gazette, Berwick News, Signpost Magazine (Emerald), Cardinia Connect Magazine, and Rangers Trader Mail. Stories covered were Together With Me @ the Library, NAIDOC and the July School Holiday Program.

A campaign to improve community awareness of library services was run in July with the PINK Concert competition. In this campaign we wanted to drive the use of Freegal and promote music streaming, available with CCL library membership. Members could download or stream any Freegal song and automatically go into the draw to win a double pass to see PINK in concert in August. Our winner was long time CCL member Paul Wilson who lives in Emerald. As a result of this campaign, music downloads increased 30% on the previous month.



CCL Website

	June	July
Visits	40,401	42,571

In June and July, the website has seen a small drop in visits (year on year), however more people are using the CCL Mobile App with more than 3,800 sessions in July. The Marketing Team are working with Digital Developments (Web Developers) on key projects including; improving search

functionality, reorganising menu's in the events section and implementing stronger analytics. These changes will improve the user experience.

Social Media

Followers	June	July
Facebook	2,722 (50.8% increase year on year)	2,841 52.33% increase year on year)
Twitter	386 (39.4% increase year on year)	397 (41.79% increase year on year)

Facebook continues to help CCL share our story with the community. We saw strong engagement with the PINK/Freegal Promotion, Metro Partnership posts and asking our followers what programming they would like to see in their local branch (this post reached over 2,400 people).

Electronic Direct Mail (EDM) – Monthly Newsletter

	June	July
Went to	36,118	35,952
Open Rate	31%	32%
Total Clicks	992	1548
Click Rate	5.64%	13.35%

Monthly EDM's are a great way for us to connect regularly with our community and share our key programs and partner key programs/messages. In June, the School Holiday story was most popular with 230 unique clicks and in July the PINK/Freegal Competition saw 494 unique clicks, followed closely by the School Holiday Program with 367 unique clicks.

Lynda.com

	June	July
Active Users	476	529
Total Users	534	156
Hours Viewed	132	130

Collection Performance (Library Plan reference 4.2)

In July, a selection of our most popular titles, region-wide were:

- The Tattooist of Auschwitz by Heather Morris (Adult Fiction)
- The \$1000 project by Cana Campbell (Adult Non-Fiction)
- The 65-storey treehouse by Andy Griffiths (Junior Fiction)
- The very brave bear by Nick Bland (Picture Book)
- The hate U give by Angie Thomas (Young Adult)

The Adult Top Titles collection continues to have the highest turnover of all our collections. We will replicate this browsing style of collection for young adults to attract teen readers. Input into the development of this collection will be sought from the Teen Advisory Board, who are currently seeking new membership from both Casey and Cardinia residents.

Our Friends

Maria Harding

At the end of July Chris Buckingham and Nilupa Mahanama attended a memorial service for Maria Harding joined family and friends in acknowledging the amazing contribution Maria made to her community over many years. Maria first joined the Friends of Doveton Library in 1988. She was a stickler for detail and proper process. Many Friends of Doveton Library were there, mourning the loss of a friend and a pillar of strength for their group.

Maria battled with MS the entire time she was a Friend. She was courageous, resilient and determined in circumstances that would have caused most people to give up. In spite of her own physical challenges she clearly understood the principles of 'paying it forward' and 'looking after the neighbours'.

CCL are grateful to Maria and her family.

Changes at Hampton Park and Cranbourne

In recent months we have seen the Friends of Hampton Park Library and the Friends of Cranbourne Libraries decide to fold.

CCL are holding a facilitated workshop at Bunjil Place Library on Friday September 21, from 10am – 1pm (with a lunch afterwards) to discuss the possibilities of a Casey Cardinia Libraries Friends Group and how this might look and feel. The aim of the workshop is to bring together people who are passionate about our libraries and want to make a difference. The workshop is an opportunity to reframe the role of our 'Friends' in a regional context and encourage participation in many different forms including volunteering, fundraising and advocacy.

Chris Buckingham has met with key stakeholders from all our existing Friends Groups. They are aware and supportive of next steps. There is an understanding amongst Friends that it is time for change. Everyone is invited who is interested including existing Friends' Group members.

The workshop will be facilitated by Helga Svendsen (<https://www.helgasvendsen.com.au/>) There will be a strong focus on gathering people's ideas and unlocking the passion our community have for our library service.

Conclusion

CCL continues to engage our community through a variety of programs for people of all ages, and improve community awareness of services, spaces and collections.

RECOMMENDATIONS

- 1. That the Customer Experience Report be noted.**

'IN CAMERA'

CC42/2018 CEO'S PERFORMANCE REVIEW

Report prepared by Chris Buckingham

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GENERAL BUSINESS

NEXT MEETING

Wednesday 24 October, Cardinia Shire, Siding Avenue Officer, Dining Room.